



CONSUMER NEWS

BONNIE DUMANIS, DISTRICT ATTORNEY

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Consumer's Guide to Government Agencies

With so many government agencies regulating the various industries, it is hard to keep track of who does what. Keep this list handy so that when you have a problem, you will know where to call!

COMPLAINTS REGARDING:

Auto Repair Shop (or Auto Body Shop)

Contact:
Bureau of Automotive Repair
at 760-439-0942.

New Or Used Vehicle purchased from dealership

Contact:
Dept of Motor Vehicles
at 858-627-3951.

Breach of Contract

When you enter into a private agreement and one party fails to live up to their end of the deal, it is a breach of contract, and it must be handled in the civil courts with a private attorney.

(An exception to this is contracts for construction or remodeling.)

If your loss is less than \$5,000, you can take it to the Small Claims Court.

Building Contractors (licensed or unlicensed)

Contact:
Contractors State License Board at 1-800-321-2752.

Credit Card **or Credit/Debit Card** (unauthorized charges)

For Credit Cards:

Contact:
Credit Card Company
If it is determined that you didn't authorize the charge on your credit card, they can refund the amount. If it is determined that fraud is involved, they will forward your information to the appropriate agency.

For Credit/Debit cards:
If your card is actually attached to your checking account, it is considered a

credit/debit card. These card customers do not have the same protections as regular credit card customers.

Contact:
you will need to call your bank to inquire about the protection they offer to their customers.

Doctors (licensed or unlicensed)

Contact:
Medical Board
at 1-800-633-2322.

False Advertising

Local-
Written advertisements or verbal statements
Contact:
District Attorney's Office,
Consumer Fraud Unit
at 619-531-4070.

False Advertising

Nationwide-
such as TV commercials
Contact:
Federal Trade Commission
at 877-382-4357.

Identity Theft (someone using your Social Security Number, date of birth, driver's license number or other personal information to obtain credit)

Contact:

Your local Police or Sheriff's Department.

Internet Fraud

(such as auction fraud)

Contact:

Internet Fraud Complaint Center at the website www.ifccfbi.gov.

Labor violations

(including not being paid by your employer),

Contact:

Labor Commissioner at 619-767-2040.

Scanner overcharges, short weight/volume on products for sale, or sub-metering of utilities

Contact:

Department of Agriculture, Weights and Measures, at 858-694-2778.

Solicitation By Mail

Contact:

Postal Mail Fraud Center at 800-372-8347.

Sweepstakes or prize notifications, banks and privacy issues

Contact:

Attorney General's Office at 619-645-2001.

Telemarketers

Contact:

Boiler Room Task Force at 619-285-4200.

Unsanitary conditions at a retail outlet

(such as a grocery store or restaurant)

Contact:

Dept of Environmental Health at 619-338-2379.

Unsanitary conditions at warehouse or wholesale food establishment

(for meat, poultry and egg standards)

Contact:

United States Department of Agriculture at 619-557-7074

(for other food standards)

Contact:

State Dept of Health Svcs at 619-525-4108.

Utility Companies, Movers, Limousines, Buses or Taxis

Contact:

Public Utilities Commission at 800-649-7570.

If you want to check to see if a business is legitimate

you will have to search public records on your own. This is not a service that the District Attorney's Office, Attorney General, or City Attorney's Office provides.

You can start by checking the Superior Court Civil and Small Claims filings in the business office of the Superior Court, located at 330 West Broadway, 2nd floor.

You can also check with the Better Business Bureau to see if the business has unresolved complaints against it.

If you need information regarding a charity,

Contact:

Attorney Generals Office, Registry of Charitable Trusts at 619-645-2001

If you need **legal advice**, you will need to contact your own private attorney.

If you don't have an attorney, you can contact an attorney referral service to get the names of attorneys who specialize in the area of law you need.

Remember, the District Attorney's Office, Attorney General's Office and the City Attorney's Office do not provide private legal advice to the public.

**San Diego
District Attorney's Office
Consumer Fraud Unit
(619) 531-3507**

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